

**BE SAFE
CHICAGO** ★★



**Be Safe. Taxi &
Ride-hail (TNP¹)**

Be Safe. Taxi & Ride-hail

What's in this guide?



Gradually Resume
(Phase IV)

Cautiously reopening Chicago requires:

Healthy interactions

Social distancing



Limitations on physical distance to other individuals

Gathering size



Limitations on gatherings of individuals

Protective gear



Use of protective gear by individuals

Hygiene requirements



Ensuring hygienic interactions (e.g., hand washing)

Safe spaces and conditions

Entry access



Entry/exit condition for access to space

Cleaning standards



Actions taken to disinfect space

Visual guidance



Hygiene resources and guidance posted in space

Workplace conditions



Evaluation of foot traffic, ventilation, etc.

Operational resilience and monitoring

Operational resiliency



Support for operational flexibility (e.g., multiple shifts)

Testing / tracking



Facilitation of testing and tracking

- Recommended guidance -

Be Safe. Taxi & Ride-hail

Illustrative example



Gradually Resume
(Phase IV)



What may be different?

- 1 Limit number of **passengers** in vehicle¹
- 2 Passengers prohibited from sitting in **front seat**, unless required for accessibility reasons
- 3 If feasible, **partitions** used between front and back seats
- 4 **Hand sanitizer** available for passengers and drivers
- 5 All individuals required to wear **facial coverings**
- 6 **6 ft distancing** required in all waiting areas
- 7 **Visual signage** posted in the vehicle to promote hygienic interactions

- Recommended guidance -

1. [CLICK HERE to view more specific Taxi & Ride Hail Phase IV capacity restrictions](#)

Be Safe. Taxi & Ride-hail

Healthy interactions



Gradually Resume
(Phase IV)



Try to keep >6 ft. distance in any common areas and promote use of barriers between front and back seats

- Encourage the passenger to sit in the back seat to create physical distance; do not let passengers sit in the front seat, unless required due to accessibility of rider
- If possible, include partitions between the front and back seat, as recommended by the [CDC guidelines](#)



Limit rides to passengers who were in previous contact with one another

- Encourage rides with people who are of the same household or already in social contact with one another



Wear face coverings at all times

- In any outdoor and indoor common spaces, face coverings must be worn over nose and mouth (exceptions can be made for people with medical conditions or disabilities that prevent them from safely wearing a face covering)
- If possible, encourage the availability of tissues and hand sanitizer for passengers
- Encourage the use of a disinfectant that is pre-approved by the [EPA](#)

- Recommended guidance -



Encourage sanitary interactions between people

- Where available, wash your hands often with soap and water; if not available, frequently use hand sanitizer
- Avoid touching your eyes, nose, or mouth with unwashed hands
- Do not offer items such as water bottles or magazines that are often provided for free to passengers
- For passengers - Avoid contact with surfaces frequently touched by passengers or other drivers (e.g., door frame, windows, steering wheel, gearshift, signaling levers, and other vehicle parts) before cleaning and disinfecting
- Encourage public chauffeurs to complete health and safety training related to COVID-19 when returning to work

Be Safe. Taxi & Ride-hail

Safe spaces and working conditions



Gradually Resume
(Phase IV)



Self-screen symptoms for all individuals prior to entering vehicle

- Prior to entering vehicle, employees or public chauffeurs self-screen to ensure no symptoms of COVID-19 (e.g., questionnaire)
- Prior to leaving home, all individuals encouraged to self-identify symptoms and stay at home if symptomatic
- Avoid helping passengers in and out of the car, unless required based on accessibility of rider



Clean and disinfect vehicle as often as possible, at a minimum daily and between shifts

- At a minimum, clean and disinfect frequently touched surfaces in the vehicle at the beginning and end of each shift
- Pay special attention to cleaning vehicle after dropping off passengers who appear to be sick, and/or after dropping/picking up of passengers from medical facilities
- Pay close attention to cleaning surfaces that are frequently touched by passengers (e.g., door handles); at a minimum, clean before and after every shift, but suggested every 2 hours



Encourage posting information on suggested operating procedures, unless potential to act as a contaminant

- Include signage on proper use of face covering, the encouraged use of contactless payments, etc.

- Recommended guidance -

Be Safe. Taxi & Ride-hail

Safe spaces and working conditions



Gradually Resume
(Phase IV)



Promote healthy air flow and hygienic rider interactions

- Avoid using the recirculated air option for the car's ventilation during passenger transport; use the car's vents to bring in fresh outside air and/or lower the vehicle's windows
- Avoid providing pooled rides or picking up multiple passengers who would not otherwise be riding together on the same route

Be Safe. Taxi & Ride-hail

Operations and monitoring



Gradually Resume
(Phase IV)



Operation
resiliency



Testing/
Tracking

Avoid handling cash , if possible. Contactless payment encouraged

- If possible, promote and accept contactless payment for services
- Consider one-time use of disposable gloves if you must collect money from customers (i.e., one pair of gloves per customer); do not use the same pair of gloves for multiple interactions
- Consider using disinfecting spray or sanitizer if handling cash directly

Follow CDPH and CDC guidance for testing and tracing protocols

- If employee or independent contractor does contract COVID-19, they must follow all CDC guidelines before returning to work
- If an employee or independent contractor is identified as being COVID-19 positive by testing, cleaning and disinfecting must be performed according to CDC guidelines
- Any employee or independent contractor who has had close contact with a co-worker or any other person who is diagnosed with COVID-19 should self quarantine according to CDC guidelines
- If a facility becomes aware of 2 or more cases possibly associated with an establishment over a 14-day period, employers are required to report cases to CDPH
- Follow all other CDPH guidance set forth and comply with CDPH recommendations in response to a workplace outbreak

- Recommended guidance -



Glossary

Gathering: A group of individuals outside a single household who are part of a spontaneous or planned event convening for more than ten minutes

Handwashing: The act of thoroughly cleaning one's hands with soap and water for at least 20 seconds or using a disinfectant capable of eliminating the virus that causes COVID-19

Social distancing: The physical spacing of at least six feet between individuals, or groups of individuals.

PPE: Personal protective equipment (e.g., face coverings, goggles, face shields); requirements vary based on industry and specific circumstances

Self-screening sample questionnaire

Self-screening: A protocol by which an employee answers questions at the start of a shift. Subject to the guidance of the Commissioner of Health, the questions may include:

- Have you had a body temperature over 100 degrees Fahrenheit or have you used a fever reducer in the previous 24 hours to treat a body temperature over 100 degrees Fahrenheit?
- Do you have a new cough that you cannot attribute to another health condition?
- Do you have a new or worsening sore throat that you cannot attribute to another health condition?
- Do you have new shortness of breath that you cannot attribute to another health condition?
- Have you recently developed a complete loss of smell or taste?



General workplace guidance

Transportation guidance

Disclaimer

National resources for further guidance

CDC – *Activities and Initiatives Supporting the COVID-19 Response and the President's Plan for Opening America Up Again:*
<https://www.cdc.gov/coronavirus/2019-ncov/downloads/php/CDC-Activities-Initiatives-for-COVID-19-Response.pdf>

CDC – *Guidance for Businesses and Workplaces*
<https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/businesses-employers.html>

OSHA *Guidance on Preparing Workplaces for COVID-19:*
<https://www.osha.gov/Publications/OSHA3990.pdf>

US Department of Transportation – *Corona Virus Resources:*
<https://www.transportation.gov/coronavirus>

American Public Transportation – *Association Public Transit Response to Coronavirus or COVID-19:* <https://www.apta.com/public-transit-response-to-coronavirus/>

OSHA – *Guidance for Rideshare, Taxi and Car Service Workers:*
<https://www.osha.gov/Publications/OSHA4021.pdf>

CDC – *Guidance for Rideshare, Taxi and Car Service Workers:*
<https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/rideshare-drivers-for-hire.html>

Any links provided in this document are for convenience and informational purposes only; they do not constitute an endorsement or an approval by the City of Chicago of any of the products, services or opinions of the corporation or organization or individual. The City of Chicago bears no responsibility for the accuracy, legality or content of the external site or for that of subsequent links. Contact the external site for answers to questions regarding its content.